

Level 2 Procedure	Reference QP19	Rev 3	Page 1 of 10	Date 3 rd Jan 2019
Title: UNCONTROLLED DOCUMENT Customcare Aftersales Service				

1.0 **PURPOSE**

To define the procedure for aftersales customer support, spare parts supply, servicing, accident repairs and training in line with Company standards and to ensure compliance with any relevant regulatory requirements.

2.0 **SCOPE**

This procedure applies to all aftersales activities through Customcare for all Wrightbus products.

3.0 **RESPONSIBILITIES**

It shall be the responsibility of the Customcare Director to ensure that this procedure is adhered to at all times.

4.0 **WARRANTY**

The full process in dealing with warranty claims and campaigns is also covered in the Corrective Actions procedure, QP05.

4.1 **Claims**

The process for assessing and payment of warranty claims, including review and authorisation, is shown in Appendix I. Claims shall be raised by any relevant agents such as Customcare Support Units or Customcare Centres. If there is no access by the operators in the field to the MIS, then replacement parts can be called up by using a Warranty Request Form (QCD188).

On regular/routine warranty claims, the claim shall be assessed against the classification criteria shown in the table below by the Warranty Manager. If the claim scores "10" in one or more of the four categories, or the total score is "10" or more across all the categories, then it shall automatically be logged on the "Customer Quality and Warranty Defect Record" MIS database.

Classification	Definition	Scale Explanation
Risk (Health & Safety)	Any item on the bus, which when it fails, may subsequently lead to the injury of a	1 = failed item has no effect on the health and safety of the driver, passengers or other road users 5 = some potential risk of injury to a passenger,

Level 2 Procedure	Reference QP19	Rev 3	Page 2 of 10	Date 27/11/2020
Title: Customer Care - After Sales Service				

	passenger or may give safety concerns to the driver/other road users	but only under the most adverse of circumstances 10 = certain risk of a recordable injury to the driver, passengers or other road users
Cost	The claim value is defined as the total estimated claim value for all likely similar type claims across all customers	1 = Claim value £100 or less 5 = Claim value £100 - £500 10 = Claim value £500 or more (e.g., Individual invoice for £40 with no likely re-occurrence = 1. Individual Invoice for £40 with a likely aggregate of £1500 = 10)
Frequency (Probability)	This is the probability that the failed item, if it is replaced will fail again, or that the same/similar items on other buses will also fail at some point in the future	1 = failure is assumed to be a "one-off" and has a low probability of re-occurring 5 = failure may be similar to other failures on other buses, and as such may be part of an emerging pattern, but not proven as widespread 10 = high probability of repeated failures if part is simply replaced/repared, and/or the same item will most certainly fail on other buses
Annoyance	The likelihood of customer annoyance regardless of the impact relative to risk, cost or frequency.	1 = minimal annoyance to the customer 5 = moderate annoyance to the customer 10 = severe annoyance to the customer

4.2 **Warranty Categorisation**

Categorisation of warranty claims is as follows: -

<u>Category</u>	<u>Definition</u>
Electrical	An electrical fault or omission relating to Wrightbus electrical design, as opposed to Production workmanship/installation, parts failure, breakage, etc.
Engineering/Planning	A fault relating to the design of the bus, wrong specification of a particular part, misinterpretation of the Sales specification or misinterpretation of the manufacturer's procedures.
Production	An electrical or non-electrical fault or omission relating to Wrightbus workmanship, as opposed to parts failure, breakage, etc.
Sales Specification	A problem related to a mistake or omission in the Sales specification by Sales.

Level 2 Procedure	Reference QP19	Rev 3	Page 3 of 10	Date 3 rd Dec 2015
Title: Customer After Sales Service				

Supplier	A fault caused by parts failure or breakage and therefore attributable to the supplier.
Goodwill	A decision to rectify a fault, omission or dissatisfaction taken by Customcare on behalf of the Wright Group for commercial reasons.
Miscellaneous	Fault, omission or dissatisfaction that cannot be attributed to any of the categories above.
Non-Fitted Parts	The fitment of items at, e.g., a Customcare centre <u>prior to the bus reaching the customer</u> . These items should have been fitted by Production. Note: the cost is charged against the vehicle as opposed to the warranty account.

4.3 **Campaigns And Aftermarket Actions**

In certain instances, the data and analysis by the Review Team may show that a particular defect may in fact be widespread across a number of buses within a contract, or indeed, across a number of different contracts. In some cases, a field modification may not be driven by a defect, but is required to facilitate additional customer demands or to meet new regulatory requirements. Irrespective of where the issue originates from, this means that items on several buses will all require the same field modification or replacement. Planning of resources is an essential part of campaign preparation. As part of this planning and to allocate costs within the Group, the Warranty Sign-Off sheet (QCD161) will be completed, approved and logged. No work is to be carried out until any required Workshop Manual Procedures (WMPs), technical documentation, retrofit information or similar are all finalised.

The Customcare Director has the ultimate authority on how and when the campaign action will commence. Under such circumstances, the relevant item will be moved from the "Ongoing" section on the MIS database to the "Campaigns" section. It will then be subject to regular review until all the buses affected have had the identified remedial work/replacement parts fitted. All such details shall be maintained on file as a quality record.

4.4 **Warranty Data**

The trending of warranty data for analysis purposes and the Board Report is shown in Appendix I.

4.5 **Warranty Parts Returns**

Customcare shall send out an e-mail asking for the parts to be returned by the

Level 2 Procedure	Reference QP19	Rev 3	Page 4 of 10	Date 17 June 2019
Title: Customcare – AfterSales Service				

relevant agent (or to be disposed of, subject to agreement). Within the MIS there is "Warranty Management" section that allows the creation of warranty returns data and the allocation of a return note number. Once submitted, an automatic e-mail shall go to the Warranty Manager to allow the return of parts to be approved or declined. If approved, the relevant agent shall list all the parts to be returned to Ballymena – this shall include the Warranty Number and Returns Note Number. If there is no direct access by the operators in the field to the MIS, then the parts may be sent back using the Warranty Returns Form (QCD189).

Customcare will arrange for the parts to be uplifted and returned to Ballymena. When received by Customcare, Incoming Goods to check in against the supplied paperwork, and the invoices issued for payment to the Customcare Centre. Once the parts are checked and processed for payment under the warranty claims system, they may be despatched back to the supplier (or disposed of, subject to agreement).

5.0 **PARTS MANUALS**

The objective is to generate a parts manual for all batches of buses produced by Wrightbus, ensuring that correct parts can be obtained when the customer requires replacement parts.

This process is managed by producing a schedule reflecting the batches of buses on the shopfloor, based on the main Production Schedule with grouping into the batches going down the lines. The body range can then be entered into a computerised report and the BOM description checked and amended if necessary. It is unnecessary to include references to suppliers, supplier part numbers, customer references and irrelevant abbreviations. The BOM producer shall be used to run off the parts list for the relevant body numbers so that a sub-assemblies parts list is generated.

The BOM can then be matched with the available drawings, which should be edited to remove unwanted details such as abbreviations and notes. An alternative to line drawings is to use photographs or 3D CAD models. Part descriptions and visual representations of the parts shall be combined in an electronic format to create the manual. The preferred method of distribution is in electronic format. If required, it is permissible to distribute printed out hard copies.

6.0 **PARTS**

6.1 **Purchase Orders**

All parts are purchased by Customcare by raising Purchase Orders (PO) through the

Level 2 Procedure	Reference QP19	Rev 3	Page 5	Date 1 June 2009
Title: Customcare – Aftersales Service				

main Sage MRP system – see Purchasing procedure QAP02. "E-mail" POs are generated and picked up by the Supplier Portal on WIN. Only approved suppliers should be used (where possible), except when suppliers on the Approved Suppliers List are unable to comply with the requested supply criteria, e.g., "old" parts may no longer be available from the approved/original supplier for a variety of business or physical reasons.

6.2 **Parts Sales**

All sales orders are to be entered on to the Sage MRP System. Order entry should use the appropriate customer code (e.g., ICL001). Sales orders are classified as: -

- CSTK - Customer Stock
- WAR - Warranty Request
- VOR - Vehicle Off Road

Telephone orders shall be recorded on form QCD186.

6.3 **Pricing**

Pricing requests can take the form of phone calls, emails or faxes and must contain a recognised part number. Customers should only ever be quoted retail prices, which are found in Sage under "Costing and Pricing". The price to be quoted is the 'Full Retail Price'. If there is no retail price, but the cost price is available, contact the Customer Support Supervisor who will be able to calculate the retail price. If neither is available, the Customcare Purchasing Team needs to be contacted to get a cost price for the part, which enables the retail price to be calculated.

6.4 **Returns**

Goods may be returned, in order to allow a credit to be payable, from a relevant agent or actual customer because they are damaged, are the incorrect part or are surplus to requirements. In such circumstances, the relevant agent raises a return request through the E-Business system, or on form QCD185 (Return Of Goods For Credit). This will require entry of the part, reason for return, order number shipped on, etc, in order to allocate a returns request number ('RRxxxxx').

The status of returns in the E-Business system is as follows: -

- (a) *Pending* - request raised awaiting action from Customcare
- (b) *Authorised* - Customcare has approved the request, i.e. a credit will be eventually paid
- (c) *Declined* - the request has been declined, a reason will have been supplied in

Level 2 Procedure	Reference QP19	Rev 3	Page 6 of 6	Date 17 June 2009
Title: Customcare – Aftersales Service				

the E-Business system, i.e., the relevant agent will not receive a credit for this return

- (d) *Carriage Agreed* - Customcare have entered a date, time and carrier that will collect the goods
- (e) *Completed* - Customcare have received the goods, checked the correct material has been returned and the credit has been raised

Once the return has passed the 'Carriage Agreed' status, the requestor will be e-mailed a stock returns sheet. This must be completed by the relevant agent and returned with the goods. Upon receipt of goods by Customcare, the details shall be checked and the returns sheet passed to admin staff that shall issue the credit, production receipt the goods and generates a disposal (if appropriate) [e.g., broken glass, parts not fit for resale, etc]. All of the relevant transaction numbers shall be written on the returns paper work and filed. The admin personnel will then enter the credit note number into the returns request on the E-Business system and complete the return. The credit note number will now be available for the relevant agent to view through the E-Business system.

7.0 **ACCIDENT REPAIRS**

Customcare operates an accident repair bay facility at the Ballymena site. A damaged bus may be submitted by the operating company, and then fully assessed (using QCD248) as to whether the bus can be repaired.

If repairable and given the agreement of the operating company to proceed with the repair, then experienced personnel will make good the damage utilising the latest production line techniques, materials and processes.

During the repair process the operating company will be kept apprised of the progress of the accident repair. This will be performed through the use of emails, photos or any other suitable means. The amount and the type of feedback will vary depending on the requirements of the operating company.

8.0 **TRAINING**

The Customer Service function of Customcare provides a training capability for bus servicing training to bus operators to enable them to inspect, test, repair and where appropriate rectify products in accordance with the instructions contained in the relevant technical publications.

Level 2 Procedure	Reference QP19	Rev 3	Page 7 of 10	Date 31 Jan 2013
Title: Customcare – Aftersales Service				

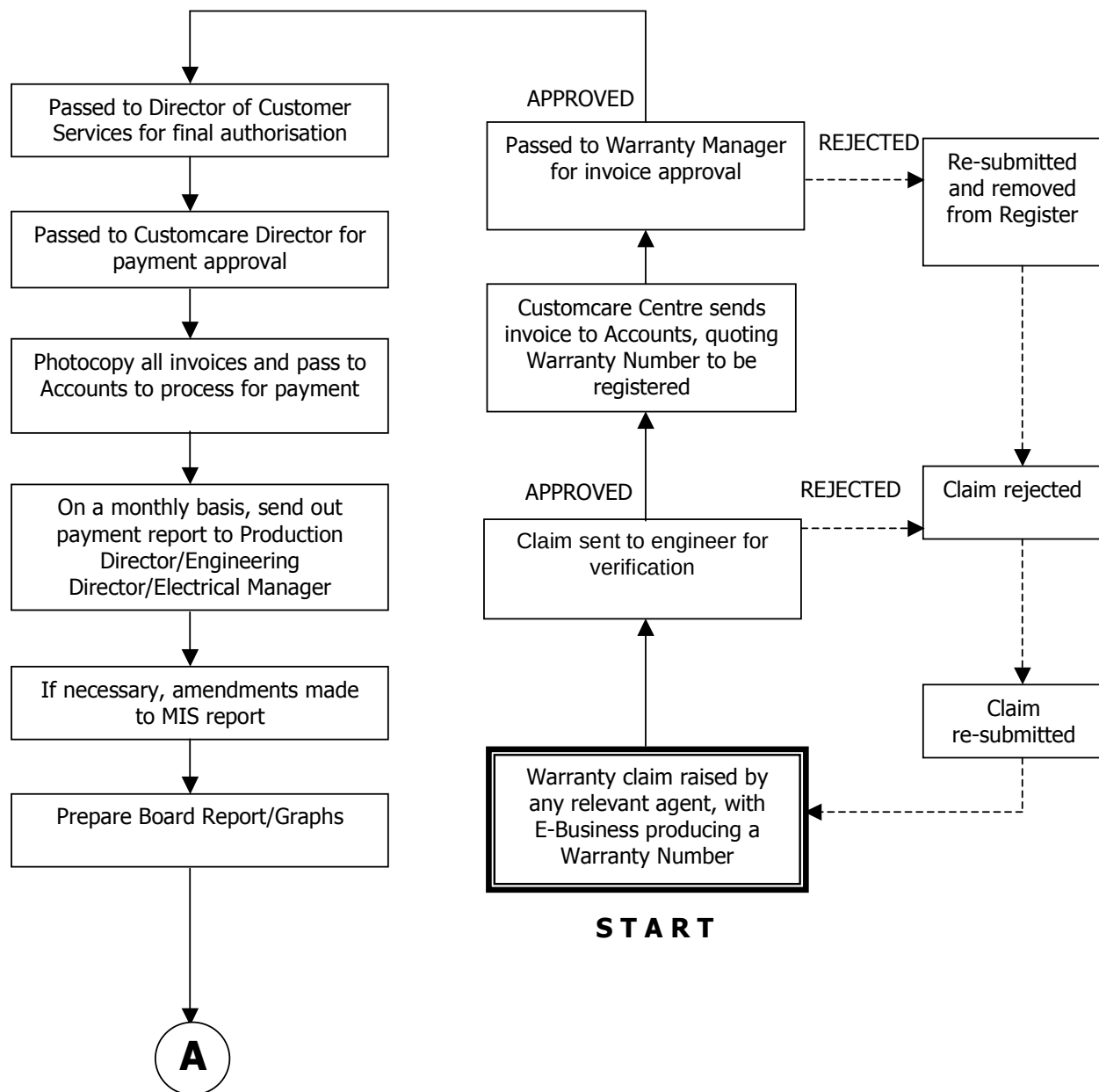
The training courses are conducted either at the Ballymena facility or at the customer's premises. A Training Co-ordinator shall be appointed once all details of the course have been agreed, approved and confirmed. The Training Co-Ordinator shall ensure that all arrangements and preparations are made prior to the course and that an appropriate Training Instructor is nominated.

The Training Co-ordinator shall ensure that information packs are available for all course candidates. The information packs shall be based on a standard format, but can contain specialist information chosen at the discretion of the instructor.

The nominated Training Instructor shall ensure that everyone on the course is made aware of the fire and safety rules for the venue and that a nominal role of attendees is maintained. Individual certificates of approval shall be issued to candidates who successfully complete the relevant training course. It is the responsibility of the Training Instructor to assess the ability of the participants and to authorise the issue of a certificate (only where satisfactory standards are achieved).

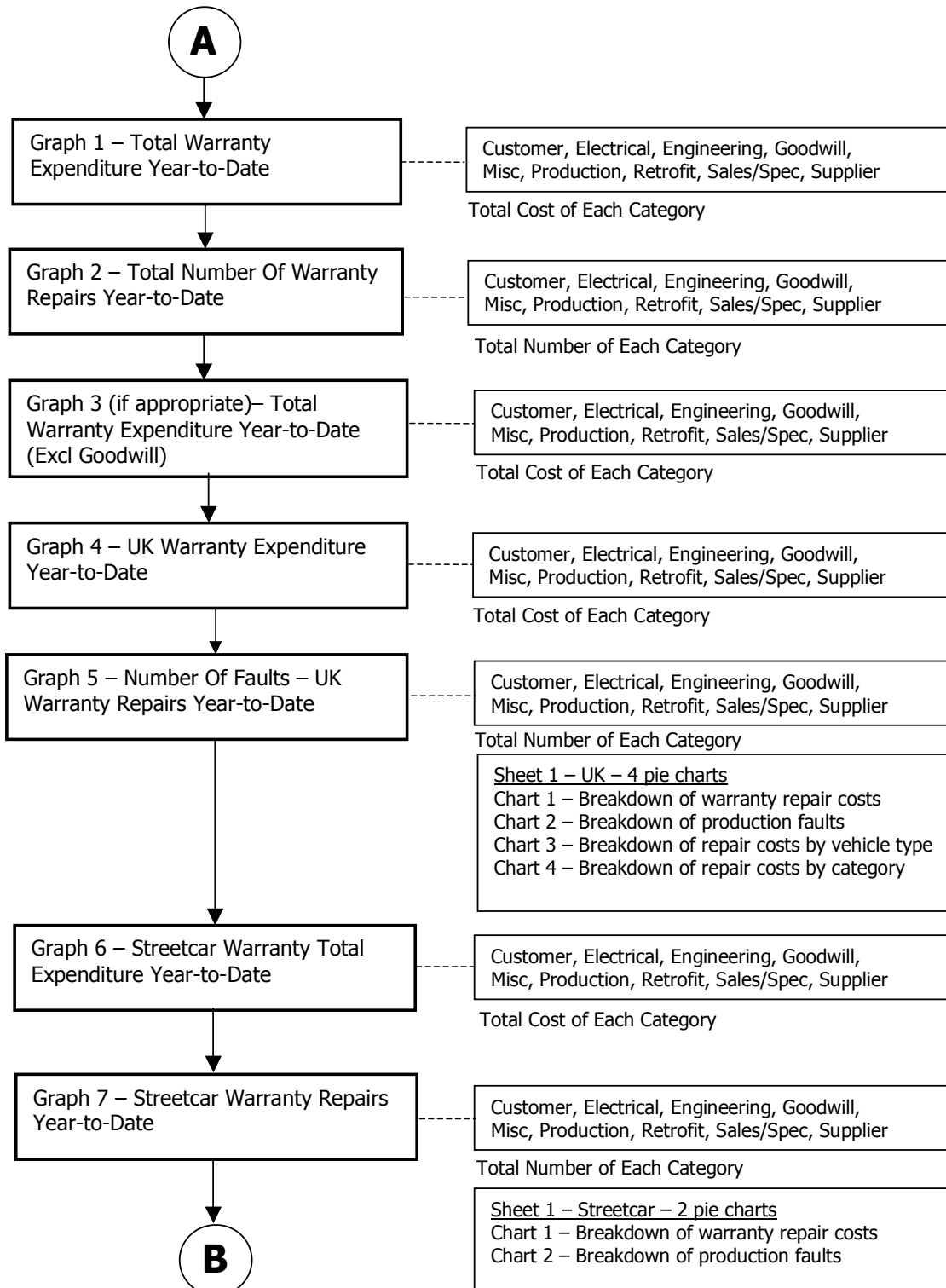
Level 2 Procedure	Reference QP19	Rev 3	Page 3 of 3	Date 31 July 2003
Title: Customcare – Aftersales Service				

Appendix I – Warranty Approval Sequence/Data Reporting



Level 2 Procedure	Reference QP19	Rev 3	Page 9 of 13	Date 18 June 2019
Title: Customcare – Aftersales Service				

UNCONTROLLED DOCUMENT



Level 2 Procedure	Reference QP19	Rev 3	Page 10 of 19	Date 11/12/20
Title: Customer Care – Aftersales Service				

